



Disability Support for Older Australians (DSOA) Program and aged care services

For clients

If you are found eligible and/or access aged care services, it may impact your DSOA funding. Depending on the aged care service, your funding may be capped, or you may be required to exit the DSOA Program.

The Department of Health and Aged Care cannot contact you directly. You may wish to discuss your aged care eligibility with your DSOA service coordinator, and the ways in which it may impact your DSOA funding.

Aged care services that **will** impact your DSOA funding

- If you are found eligible for a Home Care Package, your DSOA funding will be capped.
- If you are found eligible for permanent residential aged care, your DSOA funding will be capped.
- If your funding is capped, you are not eligible for any new support or services through the DSOA Program, including through the Change of Needs process.
- If you are assigned a Home Care Package and commence services, or if you enter permanent residential aged care, you will be required to exit the DSOA Program from the date aged care services commenced.
- If you commenced a Home Care Package or entered permanent residential aged care prior to 1 July 2021, you can continue in the DSOA Program. However, your DSOA funding will remain capped.

Aged care services that **may** impact your DSOA funding

- If you access services through the Commonwealth Home Support Programme (CHSP) that are also available through DSOA, you must relinquish these CHSP services or exit the DSOA Program.

CHSP services a DSOA client can access:	CHSP services that a DSOA client cannot access:
<ul style="list-style-type: none"> • Assistance with care and housing • Domestic assistance • Goods, equipment and assistive technology • Home maintenance • Home modifications • Meals and other food services • Social Support Group • Social Support Individual • Transport • Specialised Support Services 	<ul style="list-style-type: none"> • Centre-based respite • Cottage respite • Flexible respite • Nursing • Personal care • Allied Therapy

- If the relinquished services are still required to meet your disability support needs and your DSOA funding is not capped, you should reach out to your DSOA service coordinator in the first instance. Your DSOA service coordinator can submit a [Change of Needs application](#) on your behalf.
- If you are not eligible to apply for a Change of Need, you will need to consider if you want to remain in the DSOA Program or receive support through My Aged Care.
- In some instances, an Aged Care Assessment may recommend Residential Respite, Restorative Care or Transition Care. You can access these services without impacting your DSOA funding.

Contacting My Aged Care

- You must disclose that you are accessing DSOA services when communicating with My Aged Care. This is to prevent you from being found eligible for services that will impact your DSOA funding package.
- The DSOA Program cannot provide your DSOA service coordinator with information on your My Aged Care eligibility.
- Your DSOA service coordinator must obtain your consent before contacting My Aged Care on your behalf.

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.